cancel claims 1-17 without disclaimer or prejudice, and (4) then add the following new claims 18 to 54.

--18.   An interactive symptomatic recording device for compiling symptoms relating to a product as sensed by a lay person, and for generating a chart of symptoms for use by a service provider, the recording device comprising:

5   a query generator;

a presentation device for receiving an initial query from the query generator and for presenting the initial query to the lay person;

the presentation device also receiving at least one next query generated by the query generator and presenting the at least next query
10   to the lay person;

an input device allowing the lay person to respond to queries presented to the lay person by the presentation device;

a compiler coupled to the input device to compile responses received from the lay person; and

15   an output device coupled to the compiler to prepare a chart of symptoms of the product based on the compiled responses, the chart for use by a service provider;

the chart providing sufficient information so that the lay person generally does not need to further communicate with the service
20   provider when leaving the product with the service provider;

wherein the query generator is coupled to the presentation device to generate the initial query and to send the initial query to the presentation device;

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wherein the query generator is coupled to the input device to
25 receive responses from the input device and to generate at least one
next query based on received responses; and

wherein at least one of the next queries is related to a symptom
sensed by the lay person.

19.   A recording device according to claim 18 wherein the
product is one of a group consisting of a mechanical device, an
electrical device, an electro-mechanical device, an optical device, an
automotive device, and an animal.

20.   A recording device according to claim 18 wherein the
product is a human animal and the symptoms relate to medical
conditions.

21.   A recording device according to claim 18 wherein the
presentation device includes a visual display.

22.   A recording device according to claim 21 wherein the
presentation device is a hand held computing device.

23.   A recording device according to claim 21 wherein the
presentation device is a personal computer.

24.   A recording device according to claim 18 wherein the
input device includes a touch activated screen.

25.   A recording device according to claim 18 wherein the
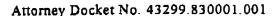input device includes a keyboard.

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26.   A recording device according to claim 25 wherein the keyboard is an alpha-numeric keyboard.

27.   A recording device according to claim 25 wherein the keyboard is a numeric keyboard.

28.   A recording device according to claim 18 wherein the input device includes a scanning device.

29.   A recording device according to claim 28 wherein the scanning device is an electro-optical scanning device.

30.   A recording device according to claim 28 wherein the scanning device is an optical scanning device.

31.   A recording device according to claim 28 wherein the scanning device is an electrical scanning device.

32.   A recording device according to claim 28 wherein the scanning device is a radio frequency scanning device.

33.   A recording device according to claim 28 wherein the scanning device is a magnetic scanning device.

34.   A recording device according to claim 28 wherein the scanning device is an electro-magnetic scanning device.

35.   A recording device according to claim 18 wherein the query generator generates menu based queries that categorize symptoms of the product based upon symptoms that the lay person senses using at least one of the five senses.

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36. A recording device according to claim 35 wherein the query generator categorizes symptoms based upon when symptoms occur as the product is observed by the lay person.

37. A recording device according to claim 35 wherein the query generator categorizes symptoms based upon where symptoms occur as the product is observed by the lay person.

38. A recording device according to claim 35 wherein the query generator categorizes symptoms based upon how often the symptoms occur as the product is observed or operated by the lay person.

39. A recording device according to claim 35 wherein the query generator categorizes symptoms based upon when, where, and how often symptoms occur as the product is observed or operated by the lay person.

40. A recording device according to claim 18 wherein the query generator generates at least one pictorial representation of the product for presentation to the lay person by the presentation device.

41. A recording device according to claim 40 wherein the input device allows the lay person to respond to at least one query by touching the at least one pictorial representation of the product.

42. A recording device according to claim 18 wherein the output device includes a printer.

43. A recording device according to claim 18 wherein the output device includes a monitor.

44. A recording device according to claim 18 wherein the input device includes a printer that outputs instructions to the lay person regarding deposition of the product by the service provider, and outputs instructions to the lay person regarding the product.

45. A recording device according to claim 18 further comprising a storage device for storing information regarding the lay person and the product.

46. A method allowing a lay person to record symptomatic problems and to generate a chart of symptoms relating to a product, the chart for use by a service provider in servicing the product; the method comprising the steps of:

5   initially querying a lay person for symptomatic information relating to a product;

receiving an initial response from the lay person related to the initial query;

generating a next query to the lay person based upon the
10   received initial response, the next query relating to categories of symptoms that are sensed by the lay person using at least one of the five human senses;

receiving a next response from the lay person relating to the next query;

15   determining whether additional information is necessary relating to the product;

when additional information is necessary, repeating the generating step and the receiving step;

when additional information is not necessary, compiling the

20   initial response and all next responses received from the lay person;
and

outputting a chart of symptoms relating to the product based
upon the compiling step, the standardized chart for use by a service
provider;

25   the chart having sufficient information therein to minimize or
eliminate further communication between the lay person and the
service provider prior to the service provider servicing the product.

47.   A method according to claim 46 wherein the generating
step includes the step of generating a menu based query that
categorizes symptoms of the product based on symptoms that the lay
person senses using at least one of the five human senses.

48.   A method according to claim 46 wherein the generating
step includes the step of generating at least one pictorial representation
of the product.

49.   A method according to claim 48 wherein the receiving
step includes the step of receiving the next response based upon the lay
person touching the at least one pictorial representation of the product.

50.   A method according to claim 46 further comprising the
step of:

providing the standardized chart to the lay person; and

instructing the lay person to how to deposit the product with the

5   service provider and how to thereafter claim the product from the
service provider.

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51.   A method according to claim 50 further comprising the step of:

capturing a signature of the lay person to provide authorization for the service provider to the service provider.

52.   A computer program product comprising:

computer usable medium having computer readable code embodied therein, the computer usable medium comprising:

5   a querying module configured to generate an initial query to a lay person for information regarding symptoms of a product;

the querying module further configured to generate at least one next query regarding symptoms of the product based upon a response received from the lay person to the initial query;

10   a receiving module configured to receive a response from the lay person to the initial query and to receive a response from the lay person to the at least one next query;

a compiling module configured to compile responses received from the lay person, including symptomatic information received from the lay person within the responses; and

15   an outputting module configured to output a chart of symptoms relating to the product based upon the compiled responses, the chart for use by a service provider;

the chart containing sufficient symptomatic information to enable the service provider to service the product with minimal additional
20   communication between the service provider and the lay person.

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53.   A computer program product according to claim 52 wherein the querying module is further configured to generate menu based queries that categorize symptoms of the product based upon symptoms that the lay person senses using at least one of the five senses.

54.   A computer program product according to claim 52 further comprising:

a graphics module configured to generate at least one pictorial representation of the product.

55.   A computer program product according to claim 52 further comprising:

an internet module configured to establish internet connections. --